



STATE OF UTAH CONTRACT

Amendment # 1 to Contract # 059088

TO BE ATTACHED TO AND MADE A PART OF the above numbered contract by and between the State of Utah

<u>Department of Transportation</u>		<u>Traffic Operation Center</u>		referred to as STATE and
Agency		Division		
<u>Convergys Customer Management Group</u>	<u>110765A</u>	<u>Liz Wruck</u>	<u>E-mail Liz.wruck@convergys.com</u>	
Company Name	Vendor Number	Contact Person		
<u>201 East Fourth Street</u>	<u>Cincinnati</u>	<u>OH</u>	<u>45201</u>	<u>(703) 885-5742</u>
Address	City	State	ZIP Code	Phone #

referred to as CONTRACTOR

THE PARTIES AGREE TO AMEND THE CONTRACT AS FOLLOWS:

- The **contract period** is amended
- from: 08/02/04 (Original starting date)
- to: 07/31/07 (New ending date)
- This is a requirements contract. The CONTRACTOR will be paid per the prices as detailed in
- The **total contract amount** is now changed:
- from: \$1,021,290.00 (current contract amount)
- to: \$1,068,450.00 (current contract amount +/- amendment amount)
- Other changes** to the contract include:

The contract now reads:

The contract is amended to read:

511 Application Enhancements to existing system, Section 1- Manual Announcement Enhancement. Section 2- Road Condition Enhancement for public- Section 3 Road Condition input from UDOT personnel improvements (See attached scope of work)

5. **Effective Date of Amendment:** 04/25/05

All other conditions and terms in the original contract remain the same.

IN WITNESS WHEREOF, the parties sign and cause this contract to be executed.

CONTRACTOR

[Signature] 5/19/05
Contractor's Signature Date

[Signature]
Contractor's Name

GENERAL MTH ROEN
Title

Denice McCarthy 801 965-4761
Purchasing Agent Phone #

STATE OF UTAH

[Signature] 28 April 05
Kelvin G. Thacker, Procurement Services Manager Date

[Signature] MAY 19 2005
Director, Division of Purchasing Date

**CONTRACT RECEIVED AND
PROCESSED BY
DIVISION OF FINANCE** MAY 24 2005
Director, Division of Finance Date

ENT'D JUN 07 2005

JUN 03 2005



Interactive Northwest, Inc.

9398 SW Tualatin-Sherwood Road • Tualatin • Oregon • 97062

Phone: (503) 454-1400 • FAX: (503) 454-1383 • Customer Support: (800) 808-8090

Statement of Work And Pricing

to

Utah Department of Transportation

for

511 Application Enhancements

Version: 1.0.1

Date: March 15, 2005

INI Incident Number: 40836



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INI Incident Number: 40836

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A. Statement of Work

This overview defines, at a high level, the features and functionality to be provided based on the information provided at the time of quotation.

A.1 Project Overview

The second generation of the UDOT 511 system provided by Convergys and INI went into production in December 2004. UDOT has identified a number of enhancements for the system. This statement of work bundles a number of these enhancements into a project.

A.2 Enhancement List

The list of enhancements selected by UDOT for this project is shown in the following table, along with cost subtotals for each priority level:

UDOT 511 Enhancements - Round 1
Updated:3/15/2005

Enhancement #	Priority	Description	Comments	Cost
1-1	1	Route specific announcement. Gives an operator the ability to manually record an announcement and tie it to a specific route.		
1-2	1	Configure flood gate messages to either bargable or non-bargable individually.	The barge-in characteristic of each flood gate message will be defined by UDOT. This will apply to amber alerts, the global traffic and road conditions announcements in 1-3 below and any messages under the transit menu. This can not be applied to city or route specific announcements.	
1-3	1	Add "global" traffic and road conditions announcements.	INI-Missing from Tellme **Non cost item**	
1-4	1	When "Local delay or closure" is selected in TATs, the message played back to the public currently says "delays for road work." It should say, "(Segment Name) is closed." Also we should not play out the road condition and weather condition when the road is closed.	UDOT- Perhaps we should have a short term closure message for avalanche control delay and a longer duration closure message when the road will be closed for multiple days. INI-Need to clarify if this is Traffic or Road Conditions or both. Emailed Bryan (1/24). UDOT (1-26) When there is a local delay (avalanche control) or Closure, we would want these to play out in both Traffic and Road Condition menus just as other restrictions do (chain law, 4X4, high winds, etc.) UDOT (1/26)-will want to coordinate these fixes so that the XML code can be changed to match the message that is played out. As part of this enhancement we should also review both the "Avalanche Control Delay" message that is played out as well as the "Local Delay / Closure" message.	
1-5	1	Add transfers to adjacent state 511 systems	INI - The points in the call flow where this option will be available will need to be determined. New prompts will need to be recorded. Transfer costs as specified in the contract will apply.	
Priority 1 Subtotal				\$ 25,280
2-1	2	In the announcement application, identify whether the current announcement is active or inactive and allow the operator to activate or inactivate an announcement.	UDOT- Although this may be a good idea, we may want to reconsider this once we understand the level of effort to accomplish this. I would imagine that once the web interface is in place, activation and inactivating announcements will always be done from the web. However, we should address the issue of "deleted" announcements being played back in the announcements application when announcements are being played back. INI- I spoke to Bryan. He thinks the real issue and the one to address the current issue is to ensure that "deleted" announcements are not played back in SLOC. UDOT will be using the Web interface as the primary interface to the announcement unless a new one is to be recorded. Bryan will let me know for sure. INI (1/26)-Bryan agrees with this approach.	
2-2	2	Combine the five TATs segments for Little Cottonwood Canyon into two segments. (Eliminate 3 segments and rename the remaining two.)		
2-3	2	Change "slippery" to "slushy" in both the TATs input and in the playback to the public.		
2-4	2	Add "Mantua" (pronounced man-o-way) as an alias for SR-91		
2-5	2	Add aliases "Logan Canyon" "Logan Summit" and "Beaver Mountain" for US-89 North of Salt Lake.		
Priority 2 Subtotal				\$ 11,840
3-1	3	Seasonal road closure road information on system. (We have a half-dozen roads in Utah that are permanently closed during the winter and should include these closures on 511.)	UDOT-TBD if done with TATs or TranSuite.	
3-2	3	TATs Segment 75, on I-84 should read Idaho line to Blue Creek. It presently reads Idaho line to Blue Creek Summit which is another 10 miles East.	UDOT- Check this in both TATs and how it plays back to the public.	
3-3	3	TATs Segment 175, on US 89 should read Box Elder/Weber County line to Jct. US 91. It presently reads Box Elder / Weber County line North Jct. SR 91.	UDOT- Check this in both TATs and how it plays back to the public.	
Priority 3 Subtotal				\$ 10,040

Total for Project

\$47,160

B. Project Management

The basic project management approach outlined in the Convergys/INI response to RFP for solicitation #DG4029 and incorporated into the subsequent contract will be utilized for this enhancement project, as appropriate for a system enhancement project.

C. Pricing

The pricing shown in section A.2 above is summarized again below:

Description	Price
Priority One Enhancements	\$25,280
Priority Two Enhancements	\$11,840
Priority Three Enhancements	\$10,040
Total	\$47,160

All values quoted in US Dollar (USD)